

# Accessing iTi Services

## Government Guide



*Disclaimer: Please check your state or federal contract to ensure that all the services below are a part of your contract. If not, please contact an account support representative at 1-800-648-0686 to provide you with a quotation or agreement for those services.*



### Accessing Prescheduled Services

*In-person, Over-the-phone (OPI), Video Remote Interpreting (VRI), CART and C-Print*

1. Email [request@ititranslates.com](mailto:request@ititranslates.com) and copy your sales executive on the request or call the number provided in your *iTi on-demand service access email*.

and provide the following information:

- ✓ Requester's name and phone #
- ✓ Specify the service you're looking to schedule
- ✓ Name of your company, employee reporting to, and phone #
- ✓ Location and type of assignment
- ✓ Assignment information (*start date, start time, time zone, expected duration*)
- ✓ Language requested
- ✓ Case name
- ✓ Topic to be discussed

2. An ITI representative will be in touch to confirm your appointment.



### Requesting a Document Translation

1. Send the document you need translated via email to [translations@ititranslates.com](mailto:translations@ititranslates.com) or fax to **860-432-5357** and provide the following information:

- ✓ Company employee name and phone number
- ✓ Department that is placing the order
- ✓ Language combination (*Ex: English into Spanish*)
- ✓ Case/project name
- ✓ Document type (*brochure, contract, manual, handbook, etc.*)
- ✓ Timeline for translation to be completed
- ✓ If encryption is needed

2. Provide glossaries if available.

3. Specify the file format for the translated document.

4. Specify any additional details pertinent to the project or the audience, such as tone, dialect, etc.

**You will receive an email confirming your submission with an attached quote for your review and approval.**

